

Catalog of Training Courses

FISC San Diego Training

"Your One Stop Training Connection"

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FORWARD

Building a skilled and flexible “Workforce for the 21st Century” is of critical importance in today’s business environment. With a nationwide focus on workforce development, there is recognition that training our employees is an investment. The return on that investment will prepare us to meet shifting organizational priorities, rapid technological advances, and increasing demands for new and improved services.

We are pleased to provide this catalog of training services. You will find your favorite courses, as well as descriptions of new ones designed to address the training needs of today’s workforce. Many of these courses can be customized to meet your specific needs.

We would like you to consider the FISC Training Center your full service training resource. Our goal is to provide you **high quality** services in a timely, economical, and convenient manner. Our success is measured by your satisfaction.

If you have any special needs, suggestions for new services, or recommendations for our existing programs, please contact our office at (619) 532-2038 or DSN 522-2038. We look forward to assisting you.

“Training -- Gateway to your future.”

ADMINISTRATION AND SERVICES

Business Hours and Location

FISC Training is located on the third floor of Building 1, 937 North Harbor Drive, San Diego, CA 92132 (see map on page 9). Hours are 0700 to 1630, Monday through Friday.

Telephone Numbers

COM (619) 532-2038	DSN 522-2038
FAX (619) 532-2340	DSN 522-2340

Training Information On-Line

Training information is available on the FISC Web site at:

<http://www.sd.fisc.navy.mil/train/train.html>

FISC employees can also access training information on the e-mail bulletin board.

Training Announcements

Training announcements are published and distributed quarterly (every three months for a three-month period). If you are currently not receiving our announcements, please contact FISC Training at (619) 532-2038 or DSN 522-2038 to be added to our mailing list.

Registration and Payment for FISCSD Developmental/Computer Training Courses

To register for a FISCSD training course, submit a completed, authorized paying document, such as a DD Form 1556, "Request, Authorization, Agreement, and Certification of Training and Reimbursement." Indicate tuition in block 25a. Send copies 3, 4, and 5 to the following address:

Fleet and Industrial Supply Center
Training, Code 043
Suite 028
937 North Harbor Drive
Building #1, 3rd Floor
San Diego, CA 92132-0028

Registration for FISCSD Procurement Training Courses

To register for Procurement courses, contact the Regional Procurement Management Staff at (619) 532-2360 or DSN 522-2360.

Cancellations

A notice of cancellation is required at least five working days prior to a course date or you will be charged full tuition. Substitutions may be made at any time prior to the course.

Training Membership

If you are from another organization, we offer a convenient, money-saving training membership plan to assist you in meeting your training needs. This plan allows you to establish an account with the Fleet and Industrial Supply Center, San Diego based on any amount you choose to meet your unique training needs. You can submit a NAVCOMPT Form 2275 or a DD Form 448 (Military Interdepartmental Purchase Request) for one sum and draw from that account, as you need it. This will eliminate the need for the submission of a DD Form 1556 each time you wish to attend one of our training courses. The membership allows you to take advantage of FISC training courses, PC courses, customized training services, and training room services at a 10% discount. **The membership is not available for Procurement courses.** We will track your use of our training services and any money remaining in your account at the end of the year will be returned to you. Our goal is to help you get the training you need at significant savings without the paperwork hassle.

Out of Town Participants

The FISC Training Center is conveniently located in downtown San Diego at the corner of Broadway and Harbor Drive. Just five miles from the San Diego Airport, we are located within walking distance of several nice hotels, Seaport Village, Horton Plaza, the Federal Building, and the San Diego Convention Center.

Making and Receiving Telephone Calls at the FISC Training Center

Business calls to other DoD activities using CATS or DSN (dial 80) can be made from the wall phones located in the Pacific Commons area of the Training Center or in the Training office also located on the third floor. Pay phones are also conveniently located nearby. Phone messages for students in class can be called into FISC Training at (619) 532-2038 or DSN 522-2038. Our staff will deliver messages to the classroom.

Accommodations for Participants with Special Needs

All classes can be arranged to accommodate the physically challenged when advance notice is given. Sign language interpreter service is available by calling (619) 532-1291 or DSN 522-1291.

Consultant Services

FISC Training is dedicated to providing quality training for our ever-evolving workforce. We keep abreast of business trends and focus our resources on training that best meets organizational effectiveness. Our Training Specialists are available to consult with you on your unique training/development needs. For more information, call COM (619) 532-2038 or DSN 522-2038.

Customized Training

The courses listed in this catalog are announced periodically throughout the year for our general audience. You can also request these courses to be presented in whole or in part to your employees. Since these courses are modular in format, we can customize the lessons to fit the specific training needs of your employees. We can also work with you to meet any time constraints, or additional topics you want to address. Our goal is to provide high quality, cost effective training tailored to meet your unique needs.

Distance Learning via Satellite Education

FISC San Diego can downlink courses via satellite offered by government and other educational organizations. Satellite courses offer high quality live presentations of popular speakers and courses in a multi-media environment. Contact FISC for more information.

GroupWare

Our Synergy Center groupware meeting room features GroupSystems. GroupSystems uses computer technology and support to help groups work interactively and anonymously in meetings. Designed to make meetings more efficient and effective, this technology saves time, increases participation, and enables ease for prioritizing and voting on issues. The system also provides concise minutes and reports.

Video Teleconferencing (VTC)

FISC San Diego features state-of-the-art video teleconferencing via the Defense Information Systems Network (DISN). Need to “network” with counterparts at other DoD activities, but want to save time, travel and money? VTC is for you! You can host/participate in a meeting with full sound and picture capability. Please call us to schedule your next "out of town" meeting.

Computer Based Training

Multi-media computer workstations are available at six FISC sites, including, Corona, Seal Beach, Lemoore, Pt. Mugu, Ingleside, and San Diego (Broadway). These computers are for the purpose of delivering Computer Based Training (CBT). Courses available on CD-POM include:

Microsoft Office Beginning/Intermediate/Advanced
Word 97 Access 97
Excel 97 PowerPoint 97
Lotus Notes Basics/Using Notes Mail/The Power User/The Mobile
User/Notes and the Net
Exceeding Your Customers Expectations
Dealing with Conflict

Contact FISC Training for more information on Computer Based Training.

Training Resource Library

FISC Training has an extensive library of professional videos, books and audiocassette learning programs available for loan to our employees. These are provided at no cost on a first-come, first-served basis and are a viable alternative for employee training and development. Contact FISC Training for a resource catalog or to check out a video, book or audiocassette program.

Customer Satisfaction

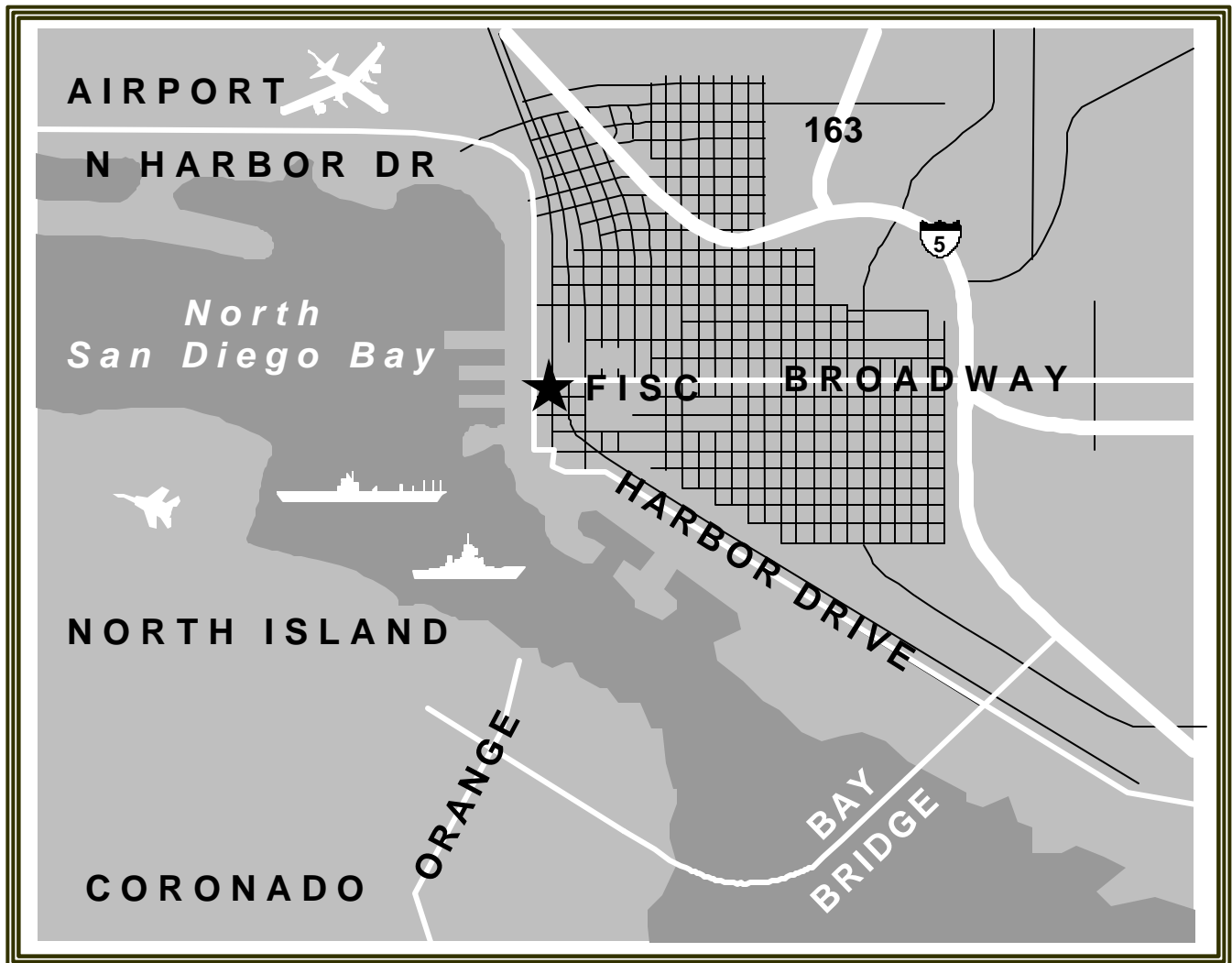
We welcome feedback and suggestions from our customers and are always seeking ways to improve or expand our services. We are committed to providing training services that exceed your expectations. Your opinion is valuable in helping us achieve our goal of total customer satisfaction.



FISC SAN DIEGO TRAINING CENTER

937 North Harbor Drive
Building 1, 3rd Floor
San Diego, California 92132

Conveniently located in downtown San Diego
at the corner of Broadway and North Harbor Drive.



FISC TRAINING CENTER FACILITIES

Our training rooms provide a comfortable, convenient location for your meeting and training needs. Centrally located at 937 North Harbor Drive (corner of Broadway and Harbor Drive), the Training Center is within walking distance of the Federal Building, Convention Center, and Seaport Village. Ample free parking is available in our compound for anyone with a military I.D..

Our rooms accommodate from 10 to 100 people. Seating is traditional classroom style however; theater style seating may be arranged upon request with advance notice. All rooms are air-conditioned and were specifically designed for training programs, seminars, and other business meetings. We can also provide the full spectrum of audio/visual support and office space for instructors at no additional cost. Our Pacific Commons break area features vending machines, microwave oven, refrigerator, small tables, phone access and rolling partitions for convenient classroom workshops and breaks.

The following list describes the various training rooms available for use. **Unless otherwise stated, all classrooms are located at the FISC Training Center, Bldg 1, 3rd Floor, 937 North Harbor Drive, San Diego.** Please call FISC Training at (619) 532-2038 for service fees and reservations.

Nautical Room

Capacity: 62 with tables and chairs
Equipment: Two wall-mounted 26" TVs, VHS, Beta, & 3/4" VCR, wall screen, two whiteboards, overhead projector, podium, chartpack/stand, digital satellite downlink capability

Pacific Room

Capacity: 54 with tables and chairs
Equipment: Large screen video projection system, VHS and Umatic VCRs, podium, chartpack/stand, speaker system, and digital satellite downlink capability

Presidential Room (VTC Center)

Capacity: 30
Equipment: 46" TV, VHS VCR, overhead projector, chartpack/stand
This room is equipped with state-of-the-art DISN Video Teleconferencing (VTC) equipment.

Eagle Room

Capacity: 25 with tables and chairs
Equipment: 30" TV monitor, VHS VCR, wall screen, podium, whiteboard, overhead projector, chartpack/stand, digital satellite downlink capability

Heritage Room

Capacity: 45 with tables and chairs
Equipment: Whiteboard, overhead projector, TV Monitor, VHS VCR, screen, chartpack/stand, digital satellite downlink capability

PC Learning Center

Capacity: 12 workstations
Equipment: 12 Pentium PCs at workstations with ergonomic chairs, slide-out keyboard drawers, whiteboard, overhead projector, LCD projector, laser printer, LAN connections for all workstations

Synergy Center (Groupware Room)

Capacity: 18 workstations
Equipment: 18 Pentium PCs workstations with ergonomic chairs, slide-out key board drawers, LCD projector, chartpack/stand, electronic softboard, teleconferencing system, laser printer, and LAN connections for all workstations.
This room uses GroupSystems to support groups who wish to work interactively and anonymously in meetings.

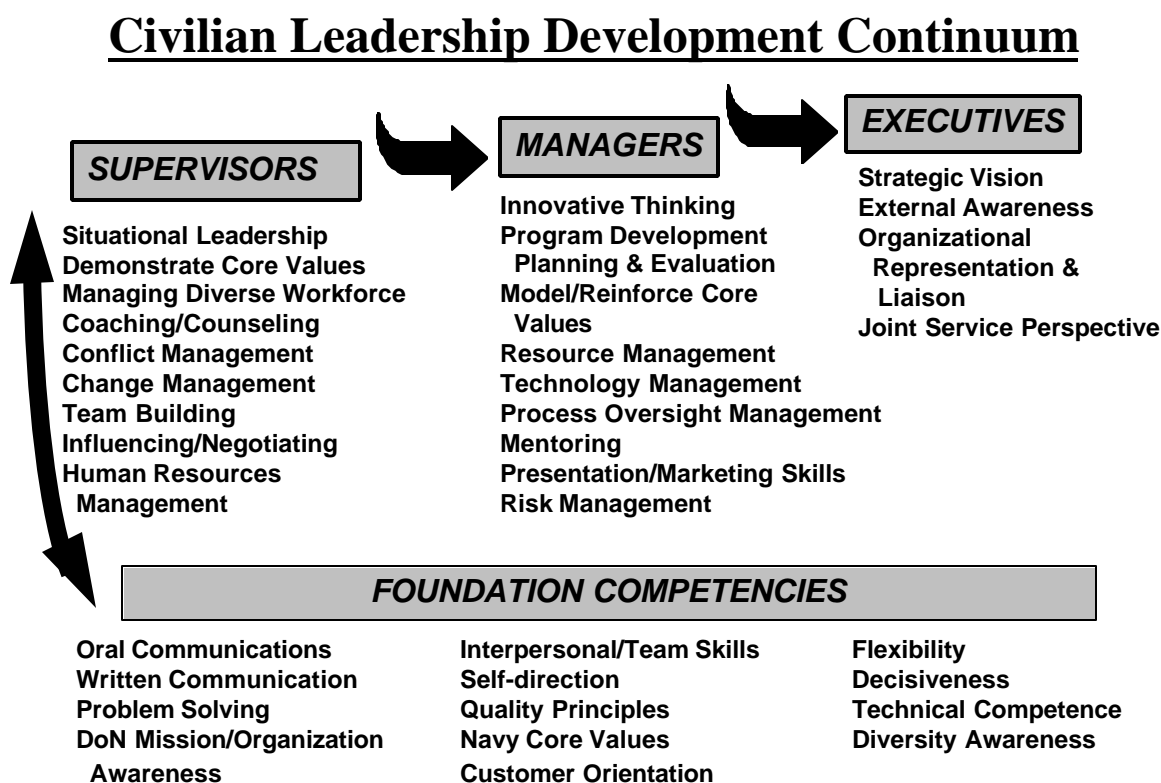
Broadway Room (5th Floor)

Capacity: 36 with tables and chairs
Equipment: 46" Large screen TV, 3/4" & VHS VCR, digital satellite downlink capability, whiteboard, overhead projector, podium, chartpack/stand, speaker system

CIVILIAN LEADERSHIP DEVELOPMENT (CLD)

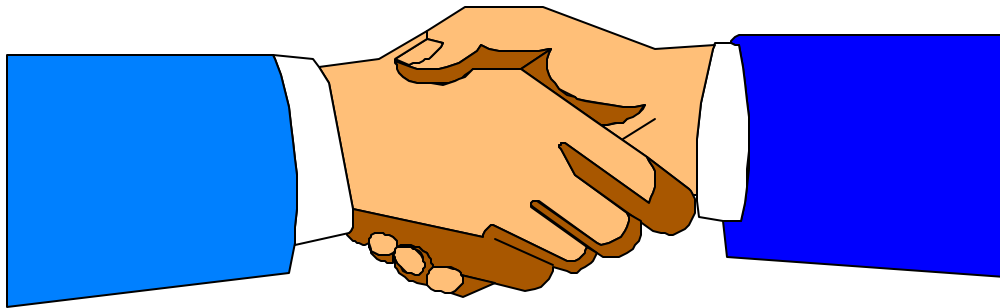
Civilian Leadership Development (CLD) is a critical issue facing the Department of the Navy. As the Navy deals with the challenges of downsizing, restructuring, changing technology, and changes to our roles and missions, it is critical that civilian managers be prepared to plan for the future and effectively manage human and material resources.

SECNAVINST 12410.24 established the CLD as a framework for improving leadership skills and competencies. The objective of CLD is to prepare civilian personnel for future leadership roles. This objective is met when employees acquire foundation, supervisory, managerial and executive competencies as identified in the CLD continuum shown below.



Throughout this catalog, you will see courses FISC San Diego offers that meet identified CLD competencies. Look for **“CLD Core Competency”** on the course description. Contact FISC Training if you have questions about Civilian Leadership Development.

CUSTOMER SERVICE/TEAM BUILDING COURSES



SERVICE EXCELLENCE FOR FRONT-LINE EMPLOYEES

This 4-hour course is designed to teach the skills needed to create a positive service image and build effective customer relations. A variety of techniques are used to involve students in the learning process, including discussion, self-assessments, group activities and videos.

Course Objectives:

- Recognize the qualities that make you more professional.
- Know the elements of a professional-looking business environment.
- Understand the role that service plays in the success of your organization.
- Use professional behavior in face-to-face and telephone communications.
- Recognize how a positive attitude improves your personal and professional relationships.

Topics:

- Creating a professional image for yourself and your organization.
- The role of courtesy in creating a positive service image.
- Basic telephone courtesy and message taking.
- The importance of words - vocabulary that conveys respect.
- Attitude and career success.

Target Audience: Recommended for all employees, but particularly those who deal directly with external customers.

Prerequisite: None.

Tuition: \$100

CLD Core Competency: **Customer Orientation**

QUALITY SERVICE WORKSHOP

This 8-hour course focuses on the importance of providing exceptional customer service in today's ever-changing environment. In all business organizations, if you are not directly serving the customer, then it is your job to service someone who is. This course deals with the importance of providing quality customer service to the internal as well as the external customer. A variety of techniques, role-plays and videos are used to actively involve participants in this learning experience.

Course Objectives:

- Understand how first impressions and professional behavior affects the overall image of your organization.
- Identify your customers.
- Learn the art of active listening.
- Learn how to deal effectively with angry customers.
- Understand the basics of effective telephone techniques.

Topics:

- The 5 C's of an Effective Contact Person.
- The 4 C's of Good Verbal Communication.
- Dealing With Angry Customers.
- Winning Telephone Skills.
- How to Obtain Customer Feedback for Continuous Improvement.
- Basics of Stress Management and Success on the Job.

Target Audience: Recommended for all employees, but particularly valuable for those serving internal and external customers.

Tuition: \$100

CLD Core Competency: **Customer Orientation**

ACHIEVING TEAM EXCELLENCE

This 20-hour course is designed to create and foster an atmosphere of collaboration among team members.

Course Objectives: Participants will learn:

- Knowledge of self:
 - a. Values and needs
 - b. Behavior (and its impact on others)
- Diagnostic skills:
 - a. Group dynamics
 - b. Observation skills
 - c. Group development stages
- Intervention Skills:
 - a. Flexibility
 - b. Communication
 - c. Conflict management

Topics:

- Characteristics of high performance teams.
- Managing change.
- Stages of group development.
- Group dynamics.
- Communications.
- Resolving conflict.
- Meetings.
- Problem solving & Decision-making.

Target Audience: This course is directed at enhancing the skills of anyone who is a member of a team/work group. Ideal for members of new teams or work groups just being established to attend together.

Prerequisite: None.

Tuition: \$150

CLD Core Competencies: **Interpersonal/Team Skills**
 Team Building

RAVING FANS

This success of this 16-hour Blanchard Training and Development course is primarily due to the common-sense approach it takes and the simplicity of its three secrets -- secrets that can and have been applied and proven effective in many successful organizations. The Raving Fans process reminds everyone at every level of the organization that service is our business -- without customers, we can be out of business. The goal of the course is to let participants know that individually you make a difference. You can do something to improve service on your own, in a small team, as part of a department, and ultimately as part of the organization. Through discussion, role-plays and individual exercises, students will learn how to define a vision, what a customer really wants, institute effective systems and make Raving Fan Service a constant feature.



Course Objectives:

- Learn the three secrets of creating Raving Fans.
 - Decide** what you want - create a service vision
 - Discover** what the customers want and how you are doing
 - Deliver** what the customer wants plus one per cent
- Gain insights about service opportunities and why a "satisfied customer" is not an adequate service goal.
- Learn ways to listen and stay close to all of our customers -- internal and external.

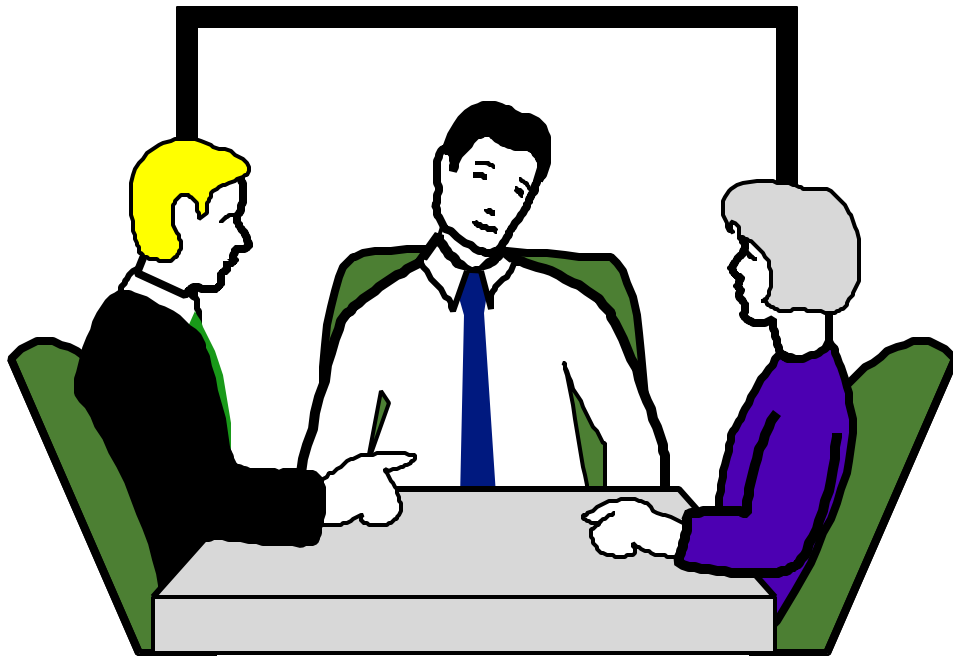
Target Audience: Recommended for all employees, but particularly valuable for those serving internal and external customers.

Prerequisite: None.

Tuition: \$225 - (Cost includes student workbook by Blanchard Training and Development as well as a copy of the best selling book "Raving Fans" by Ken Blanchard and Sheldon Bowles.)

CLD Core Competency: **Customer Orientation**

BUSINESS FUNDAMENTALS



FISC ACADEMY

This two-day course provides an opportunity for employees to learn about the FISC San Diego mission, vision and core businesses. New business opportunities and plans for the future are shared. A bus tour to core business and partner sites is included. Open discussion is encouraged.

Course Objectives: The goal is for each employee to better understand the FISC San Diego mission and vision and his/her role in helping to achieve it.

Target Audience: FISC San Diego employees at all levels are encouraged to attend this course.

Prerequisite: None.

Tuition: None.

CLD Core Competencies: **DoN Mission/Organization Awareness**
 Navy Core Values
 Strategic Vision

PROJECT MANAGEMENT

Whether you are managing an office move, implementing a new accounting system or launching a special program initiative, effective project management skills are critical to your success. This 3-day course is designed to develop effective project management skills needed to meet all the challenges of today's ever-changing workplace.



Course Objectives:

- Establish baseline requirements for your project's feasibility.
- Begin project operations by identifying the problem and defining the project objectives.
- Effectively coordinate all project tasks.
- Build a successful project team.
- Efficiently monitor multiple assignments.
- Develop a realistic sequence of project milestones.

Topics:

- The full project-management cycle.
- Developing and implementing an effective project plan.
- Controlling project schedules and costs.
- Reporting on project status.
- Valuable computer software aids.

Target Audience: Managers, supervisors and other professionals who need to develop effective project management skills.

Prerequisite: None

Tuition: \$250

CLD Core Competencies: **Program Development/Planning**
 Resource Management

BETTER BUSINESS WRITING

Effective communication is key to an individual's success in an organization as well as the success of the organization itself. One very powerful method of communication is the written word. How we convey our messages in the form of letters, memos, and reports "draw" a picture in the mind of our colleagues and customers. Through a series of group interactive exercises, this 8-hour course will cover the five steps to writing effective business correspondence as well as a basic review of grammar and usage.

Course Objectives:

- Organize your ideas for impact.
- Improve the clarity of your message.
- Reduce your writing time.
- Improve your grammar and usage.

. Target Audience: Recommended for all employees who wish to develop and/or enhance their written communication skills.

Prerequisites: None

Tuition: \$100

CLD Core Competency: **Written Communication**

EFFECTIVE PRESENTATIONS WITH POWERPOINT

This 8-hour course brings presentations into the '90's by combining the grass roots of presentation delivery techniques with the magic of quality graphics and automation using PowerPoint for Windows.

Course Objectives:

- Developing a graphical presentation.
- Creating text, bullet and graphic charts.
- Using the Slide Editor and transition effects.
- Developing and presenting slide shows
- Importing and manipulating clip-art pictures for presentations.
- How to hold audience interests and increase personal level of confidence.
- Recognizing and utilizing individual abilities.



Target Audience: Recommended for all employees responsible for briefings and presentations.

This course is required for all FISC supervisors as part of the Supervisory CBC program.

Prerequisite: A working knowledge of the basic skills covered in Introduction to PowerPoint or equivalent course.

Tuition: \$100

**CLD Core Competencies: Oral Communication
 Presentation/Marketing Skills**

SUCCESSFUL NEGOTIATIONS

The business world is filled with situations involving negotiating. The issues can be almost anything - money, time, territory, or cooperation - but the way to reach agreement is the same: negotiation. This 16-hour course is designed to identify and sharpen the skills necessary for successful negotiating.

Course Objectives:

- Understand the factors contributing to successful negotiations
- Demonstrate the benefits of the win-win style of negotiating.
- Present practical guidelines for negotiating and practice using them.
- Help participants develop a personal action plan to help apply the skills and guidelines to everyday negotiations.

Target Audience: Managers, supervisors and other professionals who need to develop effective negotiating skills.

Prerequisite: None.

Tuition: \$150

CLD Core Competencies: **Decisiveness**
 Influencing/Negotiating

SELF-LEADERSHIP/INTERPERSONAL SKILLS DEVELOPMENT COURSES



TIME MANAGEMENT

This one-day workshop is designed to provide some techniques for managing time effectively

Course Objectives:

- Develop practical and realistic strategies for managing time more effectively.
- Gain greater control and fulfillment.
- Learn to set priorities.
- Determine your personal time-wasters.
- Identify your values and goals.
- Learn to align daily activities with your values.

Target Audience: Anyone wishing to become more effective in using his or her time. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$100

CLD Core Competency: **Self-Direction**

SITUATIONAL SELF LEADERSHIP

This 12 hour Blanchard Training and Development course teaches non-supervisory employees how to "take the lead when they aren't in charge." Through discussion, activities and role playing, participants will learn to identify what they want from their jobs and determine what they need from co-workers and bosses to achieve their goals; create structure, overcome disillusionment, build self-reliance; take authority; write personal and professional mission statements and integrate them to achieve a more balanced lifestyle.

Course Objectives: As a result of this training, employees will:

- Be empowered.
- Be increasingly self-directed.
- Learn to work smarter.
- Learn to determine your developmental level and be proactive in accessing people and resources to meet your needs for goal achievement.

Target Audience: Recommended for all employees.

Prerequisite: None.

Tuition: \$150

CLD Core Competencies: **Self-Direction**
 Situational Leadership

MYERS-BRIGGS TYPE INDICATOR (MBTI) WORKSHOP

This 8-hour course introduces the most validated, widely-used personality indicator in the world. The MBTI provides a fascinating insight into the basic personality functions and how our own preferred uses of the functions impact on our behavior. A look at the four basic human temperaments will provide a realization of our most fundamental core needs and values. Discussion and workshop activities will enhance your understanding and provide practical techniques for communication and dealing with others. Each participant will complete the indicator prior to class and will receive feedback on results during the class.

Course Objectives:

- Increase self-awareness and confirm self-perception.
- Discover normal differences in people concerning:
 - a. Energy source
 - b. Information gathering
 - c. Decision-making
 - d. Life style
- Appreciate the gifts and strengths of oneself and others.
- Supplement and augment the areas that may be overlooked or that may not come easily.
- Apply the knowledge about personality types.

Target Audience: Anyone who would like to understand personality preferences to enhance his/her communication and dealings with others. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$100

CLD Core Competency: **Interpersonal/Team Skills**

MINDMAPPING AND IDEA GENERATION

This 8 hour course teaches "mindmapping", which is one of the easiest and most dramatic of the entire creative problem solving techniques. This visual, whole brain form of organizing information encourages creativity and innovation and helps people write more clearly and with more impact. Participants will also learn to use mindmapping to organize and simplify project management.

Course Objectives:

- Understand the link between mindmapping and creativity.
- Explain what mindmapping is and use it to organize information and thought processes.
- List common mindmapping applications.
- Understand common mindmapping symbols and techniques.
- Understand the link between mindmapping and process improvement.
- Use mindmapping to plan and organize a project.

Topics:

- Uses for mindmapping.
- Mindmapping and creativity.
- Benefits of mindmapping to foster teamwork.
- Mindmapping symbols and techniques.
- Using mindmapping as a project management and process improvement tool.

Target Audience: Recommended for all employees. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisites: None.

Tuition: \$100

CLD Core Competencies: **Problem Solving**
 Innovative Thinking

INSTRUCTOR TRAINING

This 24-hour course teaches basic skills and techniques in writing training objectives, lesson plan preparation, and presentation to assist the participant in becoming a more effective instructor.

Course Objectives:

- Writing instructional objectives.
- Using various methods of instruction.
- Using audio-visual aids.
- Developing, writing and presenting a 20-minute lesson.

Topics:

- Types of training.
- Enhancing presentations.
- Developing a lesson plan.
- Characteristics of an effective instructor.
- Making a presentation.

Target Audience: Recommended for all employees with responsibility for making presentations.

Prerequisite: None.

Tuition: \$175

CLD Core Competencies: **Oral Communication**
 Presentation/Marketing Skills

DISCOVERING YOUR POWER: HANDLING STRESS

This 8 hour workshop provides participants with the tools to help them become aware of the effects of stress upon the mind and body, to understand some of the symptoms of stress in themselves and others, and to be given an overview of a variety of effective stress management techniques as well as training in specific powerful methods to be used immediately in the stress situation.

Course Objectives:

- To know and understand the physiological and psychological aspects of stress.
- Be able to identify at least five common symptoms of stress.
- Complete a personal assessment to identify stress levels and their impact on health.
- To know at least five stress management techniques.
- Become familiar with the “centering” technique of stress management.

Target Audience: Recommended for all employees. **This course is an elective for further development of skills for FISC Supervisors as part of the Supervisory CBC program.**

Prerequisite: None

Tuition: \$100

CLD Core Competencies: **Self-Direction**
 Flexibility
 Change Management

TAPPING INTO YOUR CREATIVITY

In the midst of challenging times, what the world needs now is laughter, sweet laughter. Humor and creativity are the gifts we can give ourselves to survive and thrive as we accelerate toward the new millennium. In this 6-hour course, we will take a look at the vital role humor and creativity play in living, learning, working and being healthy.

Course Objectives:

- Realize your creative potential.
- Discover ways to release your creative energy.
- How to nurture your creativity and humor and put it to use when you work and when you play.
- The positive power of humor.

Target Audience: Recommended for all employees. Anyone looking to enhance skills in solving problems, making decisions, or simply in getting more enjoyment out of life, is a candidate. **This course is an elective for further development of skills for FISC Supervisors as part of the Supervisory CBC program.**

Prerequisite: None

Tuition: \$100

CLD Core Competencies: **Self-Direction**
 Flexibility
 Change Management

LEADERSHIP SKILLS FOR NON-SUPERVISORY EMPLOYEES

This 16-hour workshop identifies the knowledge and attitudes required to make the move into leadership. It is designed to assist the participant in deciding if he/she wants to be a leader or supervisor and provides a list of competencies for successfully making that transition. Through interaction, experimental learning, analysis, feedback and development of action plans, the program will address the following:

Topics:

- What is leadership?
- Self-assessment of one's current abilities.
- Exercising leadership.
- How to be self motivated and motivate others.
- Controlling, planning and communicating.
- Delegating, scheduling work, and coordinating efforts.
- Preparing for changing one's role.

Target Audience: Recommended to employees who are considering moving into supervisory or lead positions.

Prerequisite: None

Tuition: \$150

CLD Core Competencies: **Self-Direction**
 Decisiveness
 Situational Leadership

COMMUNICATIONS FOR THE 21ST CENTURY

Effective interpersonal communication is key to an individual's success in an organization as well as the success of the organization itself. This is particularly true in an environment that fosters teamwork. The purpose of this 24-hour workshop is to explore the interpersonal communication issues that surface when working with a diverse group of people.

Course Objectives:

- Relate effective interpersonal communication to fostering a positive environment.
- Identify at least three of the common problems with listening.
- Take steps to improve listening effectiveness.
- Identify behaviors that interfere with communication effectiveness.
- Identify the characteristics of effective feedback.
- Work effectively with people of other backgrounds.
- Identify various behaviors of difficult people and develop a communication strategy to deal with each.

Topics:

- Importance of communication in fostering a positive environment.
- Active listening.
- Giving and receiving feedback.
- The role of perceptions.
- Common causes of misunderstandings.
- Dealing with difficult people.

Target Audience: Recommended for all employees.

Tuition: \$175

CLD Core Competencies: **Interpersonal/Team Skills**
 Diversity Awareness
 Managing A Diverse Work Force
 Conflict Management
 Oral Communications

UNDERSTANDING AND MANAGING CHANGE FOR NON-SUPERVISORS

This 8-hour course is designed to help participants identify the change process and at what level they are dealing with those changes that are affecting them.

Course Objectives:

- Learn to identify the characteristics of those who are effective in dealing with change.
- Develop a specific plan to improve your own effectiveness in dealing with change.
- Develop and complete action plan for effectively managing personal change.

Target Audience: Suggested for all non-supervisory employees.

Prerequisite: None

Cost: \$100

CLD Core Competencies: **Self-Direction**
 Flexibility
 Change Management

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

This 32-hour workshop focuses on personal and interpersonal levels of leadership. Participants learn how to see, think, and act more effectively in order to get better [results, to take responsibility, and to become more open-minded. The Seven Habits of Highly Effective People teaches the following seven distinct behaviors that lead to effectiveness:



- Habit 1: Be Proactive.
- Habit 2: Begin with the End in Mind.
- Habit 3: Put First Things First
- Habit 4: Think Win-Win.
- Habit 5: Seek First to Understand, Then To Be Understood.
- Habit 6: Synergize.
- Habit 7: Sharpen the Saw.

Topics:

The Seven Habits program teaches Inside-Out improvement: first building your personal trustworthiness then creating trust on an interpersonal level to improve relationships.

Target Audience: Recommended for all employees who want to achieve greater fulfillment in their relationships and in their life.

Prerequisite: None

Cost: \$300 - (Cost includes student workbook by Stephen Covey.)

CLD Core Competency: Self-Direction

INCREASING HUMAN EFFECTIVENESS

Limiting attitudes, habits, and conditioning keep people and organizations from maximizing their performance. ***Increasing Human Effectiveness*** empowers people with "tools" to break through self-imposed limitations, resulting in greater productivity and a healthier bottom line. In this course, participants will learn how to:



- Recognize their potential and understanding
- Increase and better utilize their perception and understanding
- Identify and break through self-imposed limitations
- Respond positively to almost every situation
- Motivate themselves and others with greater dignity
- Increase results through the use of mental rehearsal skills
- Move steadily toward their goals by developing a plan of action

Target Audience: Recommended for all employees who want to achieve greater fulfillment in their relationships and in their life.

Prerequisite: None

Cost: \$250 - (Cost includes student workbook by Stephen Covey.)

CLD Core Competency: **Self-Direction**
 Flexibility
 Change Management
 Interpersonal/Team Skills

CAREER MANAGEMENT WORKSHOP

This one-day workshop is designed to give attendees the tools needed to continue up the career ladder by learning how to best communicate and market their skills to employers. The course focuses on career planning for employees who seek realistic avenues for advancement in the federal system or entry into the private sector.



Course Objectives:

- Participate in interactive discussions on the importance of taking individual initiative and responsibility towards the management of one's own career.
- Become more educated on and familiar with the use of tools and resources available to manage one's own career.
- Identify issues to be considered when anticipating career moves.

Topics:

- Career self-assessment.
- Career objectives and accomplishments.
- Career marketing tools.
- Career research, networking and interviewing.
- Career action plans.

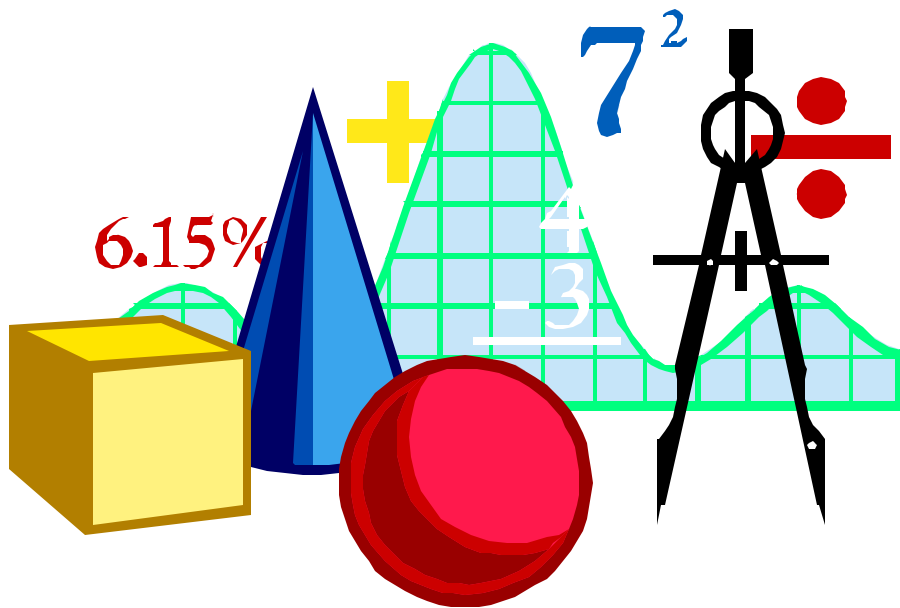
Target Audience: Recommended for anyone interested in learning about career development and career advancement skills.

Prerequisite: None

Cost: \$100

CLD Core Competency: **Self-Direction**

PROCESS IMPROVEMENT COURSES



TEAM FACILITATOR/LEADER TRAINING

Team leaders and facilitators are critical to the success of process improvement teams. This 40-hour course is designed to prepare team leaders and facilitators for their roles. It focuses on two essential team leader/facilitator functions - understanding team dynamics and mastering the use of the process improvement methodology. A variety of instructional techniques are used to actively involve participants, including discussion, group activities, role playing, and a process improvement case study.

Course Objectives:

- Better understand yourself, your personality, and its impact on others.
- Coach teams in process improvement methodology.
- Use basic decision making and conflict resolution styles.
- Plan and conduct effective meetings.
- Understand Situational Leadership and how to match leadership styles to the developmental needs of the team.
- Facilitate team problem solving.
- Observe group process and give constructive feedback to team members.

Topics:

- Role of the facilitator/team leader.
- Team chartering roles and responsibilities.
- Disruptive group behaviors/constructive feedback.
- Understanding communication styles.
- Situational Leadership as teams develop.
- Keeping teams effective.
- Understanding and measuring processes (measurement tools).
- Conflict resolution/decision making.
- Effective meetings/storyboards.
- Facilitation skills.

Target Audience: Recommended for all employees who want to lead or facilitate process improvement teams.

Prerequisite: Tools for Process Improvement or equivalent training.

Tuition: \$325

CLD Core Competencies:

Quality Principles

Team Building

Process Oversight Management

Coaching/Counseling

Interpersonal/Team Skills

Situational Leadership

TOOLS FOR PROCESS IMPROVEMENT

The purpose of this 16 hour course is to teach the Plan, Do, Check/Study, Act cycle, and to provide hands on experience in learning how to use the seven graphic problem solving tools (flowcharting, brainstorming, cause and effect, Pareto diagrams, scatter diagrams, run charts, and check sheets).

Target Audience: Recommended as a tools refresher for all employees, particularly those who are members of process improvement teams. **This course is required for all FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$150

CLD Core Competencies: **Problem Solving**
 Quality Principles

MANAGER'S PLANNING TOOLS

This 20-hour course is designed to teach the seven management planning tools and to provide hands on experience in preparing management teams to understand their processes. A case study is used as a vehicle for progressing through a process management model and learning how to use the management planning tools in each step of the model.

Course Objectives:

- Identify customers and their needs.
- Streamline and standardize the way processes are performed.
- Collect baseline data and identify process measures.

Target Audience: All managers and supervisors, team leaders, and members.

Prerequisite: Fundamentals of Quality Improvement or equivalent.

Tuition: \$150

CLD Core Competencies: **Problem Solving**
 Quality Principles

LEADERSHIP DEVELOPMENT



NEW MILLENNIUM LEADERSHIP

This 24-hour course prepares the new supervisor for his/her new leadership role.

Course Objectives:

- Explore the concept and use of situational leadership.
- Learn effective ways to motivate employees.
- Understand when and how to use different decision making styles.
- Apply action planning to accomplish desired results.

Topics:

- The role and function of the supervisor.
- Concepts of leadership and leadership styles.
- Planning.
- Problem solving.
- Conflict management.
- Motivation.

Target Audience: Recommended for all supervisory employees, particularly new first line supervisors.

This course is required for all FISC supervisors as a part of the Supervisory CBC program.

Prerequisite: None.

Tuition: \$175

CLD Core Competencies:

- Situational Leadership**
- Change Management**
- Influencing/Negotiating**
- Demonstrate Core Values**
- Conflict Management**
- Decisiveness**

COACHING TECHNIQUES

Course Objectives: This 4-hour course is designed to provide managers and supervisors with different coaching techniques to help bring out the best in their employees.

Topics:

- Coaching to build skills.
- Diagnosing employee development level.
- Counseling strategies.
- Six steps to effective coaching.

Target Audience: Recommended for all managers, supervisors and team leaders. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$100

CLD Core Competencies: Coaching/Counseling

MENTORING SKILLS

Course objectives: This 4-hour course is designed to provide potential mentors and mentees with the skills needed to build a successful mentoring partnership.

Topics:

- Identifying the key elements of the mentoring relationship.
- The various types of mentoring relationships.
- Development of criteria for effective mentoring.
- Recognition of effective characteristics of the protégé/mentee.

Target Audience: Recommended for all supervisory employees. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$100

CLD Core Competencies: Mentoring

CIVILIAN PERSONNEL ACADEMY

Supervisors and managers are responsible for assigning work, hiring, developing, promoting, disciplining, rewarding and retaining quality employees. This 24-hour course provides a study of the personnel management practices, procedures and responsibilities, as they relate to supervisors.

Course Objectives: Upon completion of this course, participants should be able to fulfill their personnel management responsibilities as supervisors and managers.

Topics:

- EEO and Discrimination Complaint Process.
- Position Classification.
- Position Management.
- Staffing/Employment.
- Training and Employee Development.
- Employee/Labor-Management Relations.
- Drug Free Workplace Program.

Target Audience: Recommended for military and civilian supervisors, especially new supervisors serving a probationary period. **This course is required for all FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: None

CLD Core Competency: Human Resources Management

LEADING WINNING TEAMS

This 16-hour course provides the tools necessary for those who are looking to enhance their team leadership skills.

Topics:

- Characteristics of High Performance Teams.
- Stages of Group Development.
- Group Dynamics.
- Communications.
- Resolving Conflict.
- Effective Meetings.
- Problem Solving and Decision-Making.

Target Audience: Recommended for managers, supervisors, team leaders and others who want to improve their team leadership skills. **This course is required for all FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$150

CLD Core Competency: **Interpersonal/Team Skills**
 Team Building
 Conflict Management

UNDERSTANDING AND MANAGING CHANGE FOR SUPERVISORS

This 8-hour course is designed to help participants identify the change process and how to apply the appropriate leadership style for managing a change situation. Participants will learn how to decide on the appropriate level of group involvement in decision making relative to the change effort being managed and identify strategies to assist employees in managing change and the stress associated with change.

Topics:

- Understanding the Change Process.
- Identifying the Levels and Change and How We Are Affected
- Characteristics of Those Effective in Dealing with Change.
- Developing an Action Plan for Effective Management Under Change.

Target Audience: Recommended for managers, supervisors and team leaders. **This course is an elective for further development of skills for FISC supervisors as part of the Supervisory CBC program.**

Prerequisite: None.

Tuition: \$100

CLD Core Competency: **Change Management**
 Influencing/Negotiating

OFFICE PRODUCTIVITY COURSES



PROFESSIONALISM IN THE OFFICE

This 8-hour course is designed to teach clerical and administrative personnel the skills that help to make an employee more professional on the job.

Course Objectives:

The overall focus of this workshop is to emphasize the positive results when an employee possesses the following attributes: professional behavior, work organization, time management skills, knowledge of the organizational culture, and motivation and self-development.

Topics:

- Understanding organizational culture and identifying your role.
- Professional behavior.
- Communication.
- Time Management and Personal Organization.
- Motivation and self-development.

Target Audience: Clerical, secretarial, or other administrative support personnel.

Prerequisite: None.

Tuition: \$150 (cost includes a \$35 planner/organizer which is part of the support materials given to each student).

CLD Core Competencies: **Self-Direction**
 Customer Orientation
 DoN Mission/Organization Awareness

TELEPHONE SKILLS WORKSHOP

This 4-hour workshop is designed to develop effective and professional telephone skills. Common telephone problems and useful methods of handling all types of callers -- cooperative to irate will be addressed.

Course Objectives:

- Dealing with difficult callers.
- Building your confidence as a telephone user.
- Making more effective and efficient use of time spent on the telephone.

Target Audience: Anyone wishing to improve or reinforce effective telephone skills.

Prerequisite: None.

Tuition: \$100

CLD Core Competency: **Customer Orientation**

NUMBER SKILLS

This 12-hour program is divided into six two-hour modules. The training uses visual exercises to improve rapid perception of numbers and letter/number combinations. Number patterns are analyzed and practiced so that trainees can quickly and accurately identify and transfer data to screens or documents. Accurate listening skills for numbers are also practiced and developed.

Course Objectives:

After successful completion of this course, the participant will be able to transfer data more accurately and quickly. Six skills are addressed in the areas of perceiving, hearing, grouping, remembering, transferring and proofing numbers. In addition, trainees learn ergonomic exercises to reduce stress and eye fatigue and to increase their overall productivity at the workstation.

Target Audience: Any employee who transfers, records, keys, or checks numbers.

Prerequisite: None.

Tuition: \$125

CLD Core Competency: **Technical Competence**

PROOFAMATICS

This is an 8-hour skill-building course that is divided into four consecutive two-hour modules. It teaches participants to detect errors quickly, in fact, to increase accuracy at the same time as speed. This is accomplished through exercises that train the eye to move in new patterns. Participants will also learn to use a three-phase system in which each phase accomplishes a different objective. Additional exercises help to develop accurate listening skills and concentration. The course also includes exercises to improve language skills that are necessary to a good proofreader. Participants learn to identify commonly made capitalization, punctuation, and word division mistakes and to correct them.

Course Objectives:

- To create error-free written communications.
- To develop awareness of the most common errors.
- To increase productivity.
- To reduce work fatigue.

Target Audience: Any employee who would like to improve proofreading skills.

Prerequisite: None.

Tuition: \$125

CLD Core Competency: **Technical Competence**

GRAMMAR REFRESHER

The focus of this 8-hour course is to enhance and refresh your understanding of the rules of Standard English grammar. This course makes a great follow up to the basic skills acquired from Better Business Writing.

Course Topics:

- Eliminating unnecessary words and phrases.
- Correct ways to apply the rules of grammar in your writing.
- How to avoid common errors in grammar and sentence construction.



Target Audience: Recommended for all employees who wish to develop and/or enhance their understand of correct grammar usage.

Prerequisites: None

Tuition: \$100

CLD Core Competency: Written Communication

SUPPLY AND MATERIAL MANAGEMENT



FISC and INDUSTRIAL ACTIVITY MANAGEMENT (FIAM)

This 80 hour course is designed to be taught to a wide variety of managers with backgrounds in material, inventory, financial, industrial and maintenance logistics. The course is separated into two modules: Module one concerns FISC management and partnering (including SIMA and AIMD relationships) and module two focuses on NADEP logistics management.

Instructors: Naval Supply Corps School -- Athens, Georgia

Target Audience: Civilian personnel (GS-7 and above, or wage grade equivalent). Senior enlisted (E-7 to E-9), and all Officers (all Warrants, O-1 and above) assigned to FISC's NADEP's, TRF's and partnered activities involved in regional inventory, physical distribution, and industrial & maintenance logistics. The course is particularly helpful to personnel involved in Business Case Analysis and other implementation teams concerned with the concepts delineated above.

Prerequisites: None

Tuition: \$300

CLD Core Competencies: **DoN Mission/Organization Awareness**
 Technical Competence

REQUISITIONING BY MILSTRIP

In this 24 hour overview of the Military Standard Requisitioning and Issue Procedures (MILSTRIP) systems, participants will learn to order materials and supplies following the procedures of the MILSTRIP manual.

Course Objectives:

- To complete standard requisitions.
- Initiate follow-ups and cancellations.
- Identify document discrepancies and request corrections.

Target Audience: Recommended for all military and civilian employees who use MILSTRIP.

Prerequisite: None

Tuition: \$200

CLD Core Competency: **Technical Competence**

UNIFORMED AUTOMATED DATA PROCESSING SYSTEM **FOR STOCK POINTS** **(UADPS-SP)**

The Uniformed Automated Data Processing System for Stock Points (UADPS-SP) course is designed to teach middle level managers about the UADPS hardware, software, policies and procedures used at stockpoints. This 80 hour course provides the stock point manager with the background and skills to perform effectively in the UADPS environment.

Course Topics:

- The “big picture” of how the UADPS-SP system works within the stock point environment.
- Inventory and Material Management - Functioning of UADPS-SP within the context of the principles of inventory and material management.
- Financial Inventory Management to include Comptroller responsibilities, and major financial reports.
- UADPS-U2 - Changes to UADPS-SP introduced by U2 will be addressed throughout the course.
- In-depth examination of documentation and more....

Instructors: Naval Supply Corps School

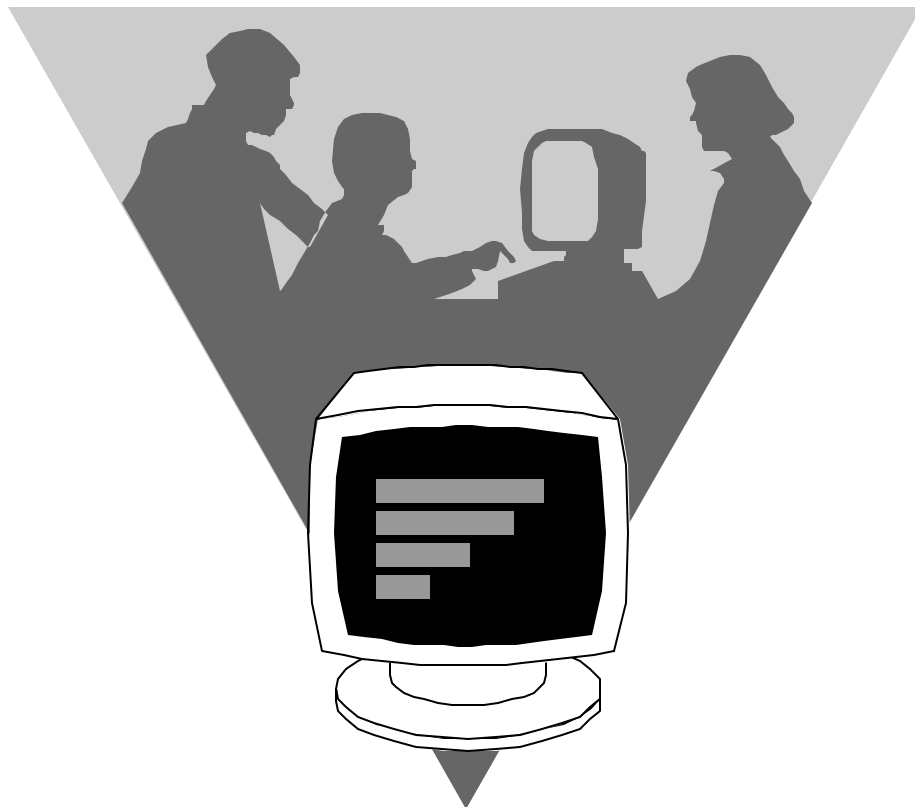
Target Audience: Civilian personnel (GS-7 to GS-13, or equivalent), senior enlisted (E-7 to E-9) or officer (W-2 to O-5). ***The course is most effective if the student has worked at the stock point for at least three months.***

Prerequisite: None

Tuition: \$300

CLD Core Competency: **Technical Competence**

COMPUTER COURSES



WINDOWS 95

Course Objectives: This one-day class teaches the Windows 95 operating system. Basic typing skills and some experience with mouse use required. While this class does not cover the details of Office 97 and other applications, it places emphasis on those features of Windows 95 which promote efficiency in the workplace, and includes skills that should be mastered before the Office 97 application courses are taken.

Topics:

- Navigating the Windows 95 desktop icons Start Menu choices.
- Understanding the FISC Local Area Network setup.
- Using the mouse to configure, move, size, and select windows.
- Customizing the Start menu, Tray, Taskbar, Desktop, and Toolbar.
- Configuring local and LAN printer drivers, and controlling jobs in the print queue.
- Using My Computer and Windows Explorer to navigate and manipulate the working environment.
- Using the Find to locate files and folders.
- Deleting files and folders, and restoring them from the Recycle Bin.
- Configuring the Taskbar and using it to switch between multiple applications windows.
- Moving, copying, renaming, and deleting files and folders.
- Creating Shortcut icons for applications, resources, and group windows.
- Understanding Hardware settings and controlling peripheral devices.
- Creating icons on the Windows Desktop to run applications or access documents.

Prerequisites: Hands-on knowledge of PCs, a minimum of 10 wpm typing competence, and familiarity with mouse use.

Tuition: \$100.

CLD Core Competency: Technical Competence

INTRODUCTION TO WORD 97

Course Objectives: This one-day course covers word processing basics. Students must have basic typing ability and some experience using a mouse in a Windows environment. Emphasis is on hands-on exercises using real-world data.

Topics:

- Configuring Word for ease of use.
- Creating and modifying documents in Normal and Page Layout views.
- Formatting, copying, and moving text.
- Understanding and applying fonts and text attributes.
- Cutting, copying, and pasting in a multi-document environment
- Opening and Saving files.
- Understanding the icons on the Standard and Formatting toolbars.
- Understanding Cut/Copy/Paste and Drag and Drop techniques.
- Setting and using margins, indexes, and tabs.
- Using the spell-checker, Autocorrect and Autotext features.

Prerequisites: Basic typing, hands-on experience using a mouse in a Windows environment.

Tuition: \$100

CLD Core Competency: Technical Competence

INTERMEDIATE WORD 97

Course Objectives: This one-day course covers more advanced features than those covered in Introduction to Word 97. Students must have basic typing ability, experience using a mouse in a Windows environment, and the basic skills covered in Introduction to Word 97. Emphasis is on hands-on exercises using real-world data.

Topics:

- Creating and editing tables.
- Understanding existing and custom templates.
- Using the Word 97 Wizards.
- Merging documents, envelopes, and mailing labels.
- Creating, sizing, moving and modifying text and graphic figures.
- Multi-column setup and editing.
- Importing and manipulating clipart pictures.
- Creating forms with checkboxes, dropdown lists, and test boxes.
- Setting advanced Options.
- File conversion to and from other applications.

Prerequisites: Basic typing ability, experience using a mouse in a Windows environment, and the basic skills covered in Introduction to Word 97.

Tuition: \$100

CLD Core Competency: Technical Competence

INTRODUCTION TO EXCEL 97

Course Objectives: This one-day course covers spreadsheet basics. Students must have basic typing ability and some experience using a mouse in a Windows environment. Emphasis is on hands-on exercises using real-world data.

Topics:

- Configuration of Excel for ease of use.
- Using multiple Workbook windows and multiple Worksheet tabs.
- Entering labels, numbers, and dates.
- Creating and using simple formulas and functions.
- Numeric, label, and date formatting.
- Using the Help System and the Tip Wizard.
- Using basic productivity tools such as AutoFill and AutoSum.
- Introduction to the icons on the Excel Standard and Formatting toolbars.
- Copying, moving and aligning blocks of data.
- Printing Excel worksheets.

Prerequisites: Basic typing ability and experience using a mouse in a Windows environment.

Tuition: \$100

CLD Core Competency: Technical Competence

INTERMEDIATE EXCEL 97

Course Objectives: This one-day course covers more advanced features than those covered in Introduction to Excel 97. Students must have basic typing experience, experience using a mouse in a Windows environment, and the basic skills covered in Introduction to Excel 97. Emphasis is on hands-on exercises using real-world data.

Topics:

- Creating and editing charts and graphs in Excel.
- Using multiple Workbook windows and multiple Worksheet tabs.
- Creating and using advanced functions.
- Setting up customized headers, footers, margins, and print defaults.
- Enhancements, borders, fonts, text attributes, shading, guidelines.
- Multiple worksheets with 3-dimensional formulas.
- Sheet and Workbook protection.
- Using Excel on the LAN.
- Importing data from other data sources.

Prerequisites: Basic typing ability, experience using a mouse in a Windows environment, and the basic skills covered in Introduction to Excel 97.

Tuition: \$100

CLD Core Competency: Technical Competence

INTRODUCTION TO ACCESS 97

Course Objectives: This one-day course covers Access database basics. Students must have basic typing ability and some experience using a mouse in a windows environment. In addition, this fast-paced class is designed for "need to know" students. Emphasis is on hands-on exercises using real-world data.

Topics:

- Understanding the principles, purposes and structures of databases.
- Working with Select Query criteria.
- Creating data tables, naming fields, defining data types; using the Table Wizard
- Defining Field Properties: Formats, Values, Defaults, Validation Rules.
- Adding, editing, and deleting data, fields, and records.
- Creating Select Queries to extract specific fields and records.
- Building simple input/edit forms using Autoforms.
- Creating simple reports using both AutoReport and the Report Wizard.

Prerequisites: Basic typing ability, experience using a mouse in a Windows environment.

Tuition: \$100

CLD Core Competency: Technical Competence

INTERMEDIATE ACCESS 97

Course Objectives: This one-day course covers intermediate and some advanced Access database topics. Students must be fully experienced using Windows applications. This fast-paced class is designed for "need to know" students. Emphasis is on hands-on exercises using real-world data.

Topics:

- Understanding one to one and one to many relational database models.
- Understanding the principles of database normalization.
- Creating and editing table relationships enforcing referential integrity.
- Creating advanced Validation Rules.
- Creating Make-Table, Update, Append and Delete Action queries.
- Using the aggregate (summary) functions in a query.
- Creating calculated fields, both string and numeric, in queries.
- Creating and modifying advanced grouped reports based on queries containing calculated fields.
- Building input/edit forms.
- Importing data tables from other Access databases and from other file formats.

Prerequisites: Full experience using Windows applications, mastery of the basic skills covered in Introduction to Access 97, and a workplace "need to know."

Tuition: \$100

CLD Core Competency: Technical Competence

INTRODUCTION TO POWERPOINT 97

Course Objectives: This one-day course intermediate presentation topics. Students must have basic typing ability, some experience using a mouse in a Windows environment. Emphasis is on hands-on exercises using real-world data.

Topics:

- Presentation planning.
- Developing a graphical presentation.
- Creating headings, plain text, and bulleted entries.
- Understanding the Slide, Slide Sorter, and Slide Show views.
- Adding and changing text.
- Using the Slide Editor to move, copy, add, and delete.
- Printing a presentation.
- Presentation Do's and Don'ts.
- On-line Help capabilities.
- Using slide transition effects.
- Developing and presenting slide shows.
- Applying Designs to presentations.

Prerequisites: Basic typing ability and experience using a mouse in a Windows environment.

Tuition: \$100

CLD Core Competency: Technical Competence

INTERMEDIATE POWERPOINT 97

Course Objectives: This one-day course covers presentation basics. Students must have basic typing ability, some experience using a mouse in a Windows environment and the basic skills covered in Introduction to PowerPoint. Emphasis is on hands-on exercises using real-world data.

Topics:

- Using Slide Masters and Title Masters.
- Creating and editing slide outlines.
- Creating organization, bar and pie charts.
- Creating and formatting tables.
- Importing and manipulating clip-art pictures.
- Adding video and sound elements.
- Animating text, objects, and chart elements.
- Creating internal and external Hyperlinks.
- Linking and Embedding (OLE) Excel charts.

Prerequisites: Basic typing ability, experience using a mouse in a Windows environment and the basic skills covered in Introduction to PowerPoint 97.

Tuition: \$100

CLD Core Competency: Technical Competence

LOTUS NOTES MAIL

Course Objectives: This half-day course provides basic practice in Lotus Notes Mail for Windows. Students must have basic typing ability and some experience using a mouse in a Windows environment. Emphasis is on hands-on exercises using real-world data. (NOTE: other Notes features, such as Calendaring and Scheduling, will be covered in other classes.)

Topics:

- Understanding and using the Notes Mail Workspace, Views, and Folders.
- Configuring the Notes Workspace and SmartIcons according to your needs.
- Using Bulletin Boards and the Public and Personal Address Books.
- Mail-delivery options: Importance, Delivery Report, Mood Stamp, and Delivery Priority.
- Creating, editing, addressing, sending, forwarding, and replying to Notes documents.
- Working with attached files, attaching, viewing, launching, and detaching (copying).
- Creating electronic folders and copying or moving documents to them.
- Receiving automatic receipt messages from your messages from your message recipients.
- Creating an Archive Profile, and archiving messages for permanent storage.
- Sending and receiving documents via the Internet.
- Using the Out of Office Tool.

Prerequisites: Basic typing ability and experience using a mouse in a Windows environment.

Tuition: No Cost -- This class is for FISCSD personnel only.

CLD Core Competency: Technical Competence

LOTUS NOTES CALENDARING AND SCHEDULING

Course Objectives: This half-day course provides practice on individual and group calendaring and scheduling. Students must have basic typing ability and some experience using a mouse in a Windows environment. Emphasis is on hands-on exercises using real world data.

Topics:

- Understanding the Calendar, To Do and Meetings views.
- Setting up your Calendar Profile.
- Understanding types of calendar entries: Appointments, Invitations, Events, Reminders, and Anniversaries.
- Adding, previewing, deleting, printing, moving, and modifying Calendar entries.
- Creating, manipulating and deleting repeating entries.
- Scheduling Group Meetings and inviting others to a meeting.
- Accepting, declining, and delegating invitations, managing responses.
- Handling time conflicts.
- Managing a Task (To Do) List.
- Assigning Tasks to others.
- Using e-mail as an automated part of the calendaring and scheduling process.
- Calendaring and scheduling procedures specific to FISC.

Prerequisites: Basic typing ability and experience using a mouse in a Windows environment.

Tuition: No Cost -- This class is for FISCSD personnel only.

CLD Core Competency: Technical Competence

MAKING THE MOST OF THE INTERNET

Course Objectives: This one-day class is designed to teach the ways that the Internet can help FISC personnel transact business. Students must have basic typing ability and some experience using a mouse in a Windows environment. Hands-on use of Internet Explorer, and an introduction to many useful Websites, and the FISC Website in particular.

Topics:

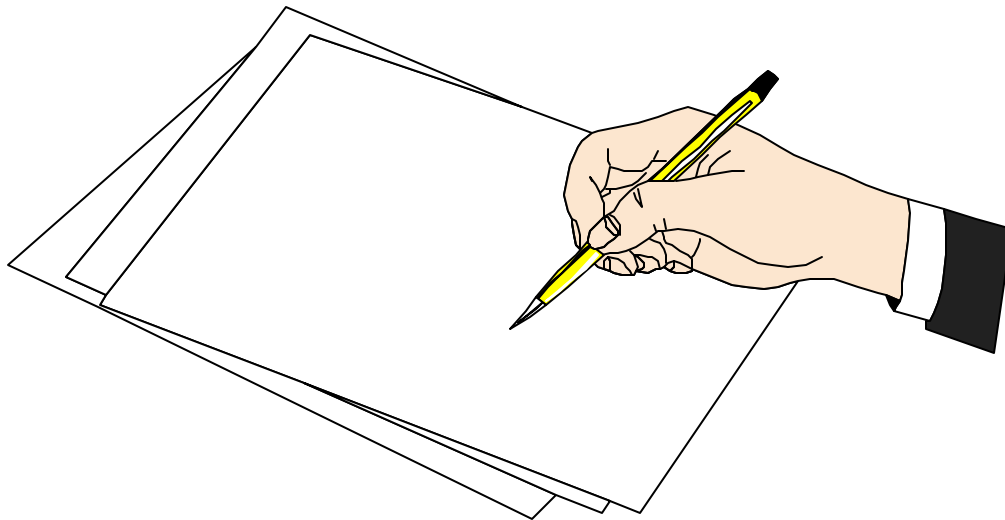
- A basic understanding of what the Internet is, and what it can do.
- The Microsoft Internet Explorer browser interface.
- Configuring and setting preferences and options.
- Surfing the World Wide Web.
- Accessing Internet sites using URLs (Internet addresses).
- Techniques for downloading files.
- Security Considerations.
- Using search engines and indexes: AltaVista, Yahoo, Excite, etc.
- The many resources on, and features of, the FISC Website.
- How to access free Computer-Based Training (CBT) on the Web.

Prerequisites: Basic typing ability and experience using a mouse in a Windows environment.

Tuition: \$100

CLD Core Competency: Technical Competence

PROCUREMENT TRAINING



Registration for FISCSD Procurement Training Courses

To register for Procurement courses, contact the Regional Procurement Management Staff at (619) 532-2360 or DSN 522-2360.

SIMPLIFIED ACQUISITION PROCEDURES COURSE (SAPC)

This 5 day course focuses on Navy policies and procedures currently contained in Naval Supply Systems Command (NAVSUP) Instructions 4200.81 and 4200.85 series.

Through lectures, discussions, exercises, and quizzes, students will learn basic concepts, methods and procedures to be used in procuring supplies and services using simplified acquisition procedures. Instruction will be provided on each simplified acquisition method and the conditions for use. A comprehensive final examination will be given on the last day.

Course Objectives: Provides knowledge of concepts, methods, and procedures authorized for making simplified acquisitions.

Topics:

- Regulations
- Acquisition Authority and Responsibility
- Standards of Conduct
- Policies and Procedures
- Purchase Requests
- Government Sources of Supply
- Solicitation Procedures
- Evaluation Factors
- Price Evaluation
- Determination of Responsibility
- Blanket Purchase Agreements
- Purchase Orders
- Imprest Fund/SF44
- Commercial Purchase Card
- Administration

Target Audience: All Navy personnel other than GS-1105 series or equivalent military involved in making purchases under the contracts less than 50% of the time, and those in related fields who desire to learn how to make cost-effective decisions using simplified acquisition procedures (i.e., Afloat personnel ordering officers, Reserve Center personnel, ROTC personnel, supply clerks, BPA callers, purchase card holders, etc.)

The defense Acquisition Workforce Improvement Act (DAWIA) mandates specific DoD courses for GS-1105 and equivalent military personnel performing simplified acquisitions more than 50% of the time. Personnel should contact their local training or personnel office for guidance in obtaining quotas for these courses.

Prerequisites: None.

Tuition: \$115

CLD Core Competency: **Technical Competence**

CONTRACTING OFFICER'S REPRESENTATIVE (COR)

This 2 1/2 day course provides NAVSUP approved instruction in the duties and responsibilities of a Contracting Officer's Representative.

Students are encouraged to bring a copy of their contract or solicitation. In order to assess the student's comprehension, an examination will be given the last day. Students must attain a score of 80% to pass. Commands will be notified of student performance. Successful completion is required for nomination and subsequent appointment of CORs.

Course Objectives: Training in pre/post award COR functions.

Topics:

- Regulations, Federal Acquisition Policy and Contract Law
- Standards of Conduct and Procurement Integrity
- Contract Types
- Contract Familiarization
- Pre and Post Award COR Duties and Responsibilities
- COR File Documentation
- Security and GFP COR Responsibilities
- Analysis of Progress Reports
- Monitoring Methods
- Inspection Methods
- COR Responsibilities in Delivery Orders and Contracts
- Invoice Review
- Financial Information Retained in COR File
- Personal vs Non-personal Services
- Contract Modifications and COR's Role
- Contract Remedies and COR's Role

Target Audience: Non-contracting individuals whose duties require them to act as CORs, as well as personnel specifically designated and assigned to assist the COR.

Tuition: \$80

CLD Core Competency: Technical Competence

NAVSUP COMMERCIAL PURCHASE CARD COURSE FOR MICRO-PURCHASERS

This one-day course provides Navy guidance and training in the authorized use and control of the Government-wide Commercial Credit Card Program as a micro-purchasing method. Satisfactory completion of this course fulfills the Navy training requirements for cardholders and approving officials.

Course Objectives: The course provides policies and procedures the micro-purchasing cardholder must follow when buying supplies with his/her card.

Topics:

- Purchase card authority in the Navy
- Conduct when using the Program
- Purchase Request Process
- Using the purchase card
- Administrative Matters
- Class Exercises

Target Audience: Representatives of Navy activities that are interested in establishing or updating a local micro-purchasing Commercial Purchase Card Program, approving officials, and cardholders who will be restricted to a single purchase office or card limit of no more than the micro-purchase threshold of \$2500.

Note: As an option to the above training course, a CD-ROM Interactive Training Video for the DoN Purchase Card Program, developed by NAVSUP and the U.S. Army Management Engineering College is now available. DoN Agency Program Coordinators may request one complimentary copy of the single user version CD-ROM. Afloat Units need not order as a complimentary copy will be mailed to each supply officer. For all others, the CD-ROM is mailed to each Supply Officer. For all others, the CD-ROM is available in single user (price \$15) or LAN version (price \$100). Send your order/request, including complete mailing address and funding to:

Army Management Engineering College
ATTN: AMXOM-MM
Rock Island, IL 61299-7040

or FAX your request to:

COM (309) 782-0473/DSN 793-0494

Tuition: \$40

CLD Core Competency: Technical Competence

“Today’s challenge is to help the organization adapt...accelerate...innovate...learn...and transform itself to fit the world’s constantly changing conditions.”

--Price Pritchett